



## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hr.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"><li>There are 19 questions.</li><li>All questions are compulsory</li><li>The number of marks carried by a question/part is indicated against it.</li><li>Content of the answer is more important than its length.</li><li>Answers must be written in the space provided.</li></ul> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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1. Invigilator Signature

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Name PAWAR SWARNIL

Roll No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

Date : 05/03/2017

Signature : Swarnil

## SECTION - A

Q1. What do you mean by virtues? How are they related to excellence and happiness?  
(150 Words) (10 Marks)

Virtues are values with high moral and ethical sense attached to them. Eg. consumerism is a value in modern society but it cannot be considered a virtue. Virtues are - compassion, love, equanimity to look at different sections of society etc.

Relation to excellence and happiness:

→ The virtue of selfless service, eg. in Mahatma Gandhi, Vivekananda, helped India gain independence, <sup>achieving</sup> the social reforms respectively which made million happy lives.

→ The virtue of compassion, eg. in Pehar Chandra Vidyalagar who married a widows and worked for welfare of widows brought happiness in their lives.

→ ~~The virtue of~~ Integrity (includes honesty; transparency), eg. in E. Sreedharan, APJ

Remarks

Abdul Kalam created excellent institutions  
like Delhi Metro Rail Corp. ISRO / DRDO  
respectively

Remarks

Q2. 'It is futile to factor in moral and ethical issues in the school and university system because although learning them is easier, it is far more difficult to practice them'.  
Comment. (150 Words) (10 Marks)

The learning age of school and universities is the formative stage which impacts decisions throughout life. Thus, including moral and ethical issues there has been considered.

However, in practice they have not been effective. The reasons for this are - considering them just another subject, not studying seriously, the faculty itself lacking in moral and ethical standards.  
Eg. few <sup>school</sup> teachers in Madhya Pradesh were found teaching while intoxicated.

Thus, though the ethical and moral learning is difficult to be brought into practice, it should not be discarded because:  
→ the students are future of any nation  
→ Value inculcation in them is necessary for

Remarks

greater good of nations.

→ they are the ones who become part of society and the values are reflected in all spheres like - political institutions where

Aspects  
of  
responsibility  
to  
infinit.  
it can reduce criminalisation, bureaucracy  
and integrity  
transparency is a virtue, and a  
responsibility of society.  
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Remarks

Q3. Can ethics solve the problem of poverty and hunger in India? Analyze.

(150 Words) (10 Marks)

Ethics is the guiding sense of right or wrong. Ethics are of a group and not an individual only. One cannot be ethical alone.

Ethics for problem of poverty and hunger:

→ In administration - it would lead to better implementation of schemes and programmes with transparency → better resource distribution. Eg. No leakage in PDS.

→ legislations formed ethically, would keep in mind issues of poor and down-trodden than just favouring already well off. Eg. Doing away with subsidies that accrue to rich.

→ Socially, when people care about the poor and hungry, the areas where administration cannot reach, society can fill those gaps by helping. Eg. Philanthropic activities.

Remarks

However, ethics in itself is not sufficient, though necessary. It needs support of economics and polity.

Economics - development of economy, increasing incomes and wages.

Polity - Proper policies to redistribute

benefits of growth; institution  
 approach building to take care of vulnerables  
 we can eg. schemes like MGNREGA, Antyodaya  
 Anna Yojana, Garib Kalyan Yojana etc.

2

Remarks

Q4. Answer the following questions related to linkage of free thinking and self-development:

- (a) 'Real freedom is of the mind and spirit; it can never come to us from the outside.' Analyze the essence of this statement with reference to the working experience of Indian bureaucracy.
- (b) 'There is only one corner of the universe you can be certain of improving and that is your own self'. Explain the essence of statement. Also examine how a civil servant can live by maintaining its true self. (75 Words Each) (5×2=10 Marks)

4a) ⇒ Freedom means to be able to act without negative restrictions like ~~to~~ pressures to take bribe etc. However, the external forces being inevitable, the real freedom has to come from within - the mind and spirit.

→ Many civil servants and bureaucrats have performed for achieving social goals despite external impediments restricting freedom.

→ Kiran Bedi, despite political pressures ~~as in~~ transformed the Tihar Jail as well as ~~and~~ every other place she worked at. ~~in with~~ ~~mind~~

→ Armstrong Pame, an IAS, constructed a road for a village despite no monetary support from govt. and in near impossible conditions.

Remarks



4b) ⇒ "Be the change you want to see in the world", said Gandhi. Any kind of change or improvement cannot be forced from outside. If forced, it would bring mere compliance but not change in essence. Thus the change that we intend to see has to be brought from within. And we can be certain of improvement of the self.

For a civil servant:

The desirable qualities of a civil servant are integrity, honesty, objectivity, impartiality and non-partisanship. Only when these are the integral part of his/personality, can these values reflect in his/public life. Eg. Being favourable to certain caste or religion in private life would reflect in his/her public life too.

Remarks

Q5. How do you see the difference between doves, eagles and vultures - as ethical and moral categories of different human beings? Which of these personifies the best of human being? Explain why? (150 Words) (10 Marks)

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*Remarks*

Q6. While acting for 'change' and 'progress', should we be disappointed because we can do too little? Give reasons in favour of your stand. (150 Words) (10 Marks)

Bringing change and progress is a difficult process as the values a society or an organisation hold are hard to change and take time to mould. Thus, disappointment can come by us naturally, in the process of <sup>bringing</sup> change and progress. However, we should stay firm and not stop and not get disappointed.

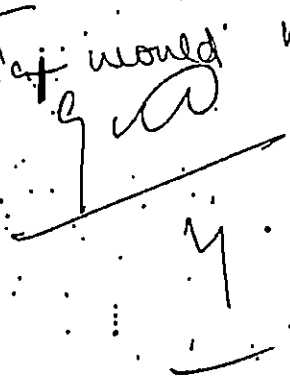
This is because, the effect of even small change or progress can be transformational and has high worth attached to it.

Eg. Social reformers like Raja Rammohan Roy, Pandit Ishwarachandra Vidyalagar, who have transformed the societies could do little.

Remarks

at once. But without disappointment, they continued and the change is here for us to see.

Eg. Had Gandhi <sup>been</sup> disappointed because he could do little in his early years to unite the masses and stop violent incidents like chauri chaura or Jallianwala Bagh, and had he stopped out of disappointment, the fate of India would have been else.



Remarks

Q7. What is 'principle of ethical egoism'? Do you agree with the statement that 'in general, nature of human society, if not properly regulated, would result in a chaos and a state of war? Why 'conflict' becomes a more natural outcome than 'cooperation' in modern societies? (150 Words) (10 Marks)

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Q8. "Opportunities are those gateways to success and fulfillment that open up often but people generally fail to recognize it." What are the major barriers in recognizing the opportunities in career of a civil servant? And what one can do to improve their ability of noticing new opportunities? 2  
(150 Words)(10 Marks)

Every opportunity can be a 'Golden Opportunity' when it is recognised and utilised well. Eg: The Green Revolution's success in India built upon the opportunity or challenge provided by droughts and famines.

Barriers in recognition:

- Negative or pessimistic attitude or status quoism of civil servants!
- Fear of mistakes and failures in implementation
- Some legislations like Prevention of Corruption Act which cannot differentiate between 'genuine error' and 'malafide'.
- Lack of orientation and counselling in recognising opportunities.

Remarks



### Solutions :

- Emotional Intelligence - it can help recognise and manage <sup>emotions of</sup> self and thus help recognise opportunities in better way.
- Orientation and counselling to civil servants in recognising opportunities. This can be done by showing examples from around the world in creating and recognising opportunities.
- Training in conflict resolution as it can allow a civil servant to see opportunities <sup>place of</sup> in conflict.

Remarks

Q9. It is commonly accepted that: "don't promise when you are happy, don't answer when you are angry, and don't decide when you are sad". What is the essence of this statement for a working civil servant?  
(150 Words) (10 Marks)

*Remarks*



**Q10.** A competent civil servants' life is hectic, stressful and very demanding. In this consequence evaluate the statement - 'The quality of our life would be certainly poorer without aesthetic value'.  
(150 Words) (10 Marks)

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Q11. It is said that a Civil Servant should have 'officer like qualities'.

- (a) What do you mean by 'officer like qualities'? Do "officer like qualities" come in the way of meeting the junior staff and people without any badge?
- (b) Are 'officer like qualities' prone to generate fear, distance and lack of communication?  
(75 Words Each) (5×2=10 Marks)

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Q12. Depict the meaning of the following quotations with respect to the citizen-public servant interaction:

- (a) 'Be the Servant of all, and do not try in the least to govern other. Kill self first, if you want to lead'.
- (b) 'One must every morning clean one's heart and one's body. But if you don't have time for both, it is better to clean the heart than clean the body'.

(75 Words Each) (5×2=10 Marks)

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## SECTION - B

- Q13. In a vaccination programme you are made the officer in charge of the campaign and the team members would have to be guided and led by you. You are answerable for any lapse and misdemeanor. To ensure the campaign runs perfectly, enumerate the 5 most important check list which you would ensure before the members of your team reach out to households. Also explain why have you chosen these precautions in your check list.  
(150 Words) (10 Marks)

A vaccination programme is important for long term health of the population and thus a sensitive issue to be handled very carefully and with utmost diligence.

The checklist:

- 1) The choice of team and volunteers -  
All the members should be of high integrity as well as <sup>have</sup> the required skill set. Skills can be developed in a training session but integrity is never to be compromised in important issue of health.

- 2) Training and orientation -  
The members should be trained in the necessary tasks and be sensitised

Remarks

in dealing properly with the target population. This is necessary to build trust in the people.

3) Survey - of the target population to know about the time required, area to be covered, the orientation of population towards vaccination programmes (e.g. few communities do not approve of such health interventions).

4) Adequate supply and storage of the required vaccines to ensure they are not damaged due to environmental factors or be in shortage.

5) Monitoring arrangements - To ensure that campaign runs smoothly on desired lines and no untoward incident takes place. This is necessary to ensure success of the campaign.

Remarks

Q14: You are an education minister of a state. Recently, lot of reports on how women-teachers of secondary school dresses up came and emphasized that many teachers wear ungracious and party type of attires against Indian cultural ethos while they are in school. People from one cultural group meet you and wants you to clear your mind about that to the public. There is an opinion in air that such things put indelible mark on the impressionable minds of the adolescent students about 'image of teachers' in general and 'women' in particular. Public expects something from you in the given situation. Answer the following questions related to it:

- As a minister, when public is expecting something from you, what would you do to safeguard the Indian cultural ethos regarding teachers and women on dress matters?
- You are a minister in official capacity and a public representative, but you must also have your personal opinion than the public expectations. Do you think that dress is a matter of personal choice and there should be no official dictate regarding it?
- Also can you say that what matter is quality of education and not the type of dress teachers wear?
- There must be views from both the sides, one may go with you and other will criticize you. Give arguments for and against the dress code for teachers in schools.

(250 Words) (20 Marks)

The question of dressing is one of choice which comes under freedom expression which is enshrined in Article 19 of constitution. However it has reasonable restrictions of decency and morality.

(a) First, an enquiry can be done to verify the truth in the complain or reports from people. If the reports are found to be correct - those wearing party type attires

Remarks

which are not conducive for school environment should be warned and school administration be issued directions. 'Disciplinary' is a vague word thus empirical verification of facts on ground is necessary.

If the reports are incorrect, those at fault can be admonished and be warned of action if <sup>such action is</sup> repeated. And also stand by the side of school administration ~~way of~~ <sup>way of</sup> ~~being~~.

(b) Personal opinion: The wearing is a matter of choice under constitution thus be left to the discretion of individual. However, formal places like an educational institution has the purpose of imparting knowledge where focus and culture, decency is to be maintained. Thus Party type clothes should be restricted. Focus on studies and discipline is the reason why

Remarks

schools prescribe uniform. Thus the school discipline must be maintained. Thus there should be no official dictate regarding it as far as it is reasonable for the purpose.

(c) Quality of education depends on educational environment, school infrastructure etc. Thus the culture of focus and discipline maintenance in school is also important which includes clothes that students and staff wear. It may not be the only factor but it is one of the factors.

For dress code	Against dress code
<p>(d)</p> <p>→ Maintenance of cultural ethos and values of a particular social section or society where it is practiced.</p> <p>→ For discipline and focus on education than fashion in schools.</p>	<p>→ Violates freedom of choice / expression.</p> <p>→ May promote narrow mindset if not implemented in essence.</p> <p style="text-align: center;">4</p>

Remarks

Q15. You are a senior civil engineer in charge of a very big road project. You find that project contractor is working honestly and strictly as per the work schedule and also maintaining the quality of work. Suddenly his only son met with an accident and hence he is preoccupied in his treatment. The project got delayed and the quality of work got slightly affected. Your subordinates are putting pressure on you to take strict action against the contractor.

- (a) What are the various options available to you?
- (b) Evaluate the merits and demerits of each option and choose the option you would adopt, giving reasons. (250 Words) (20 Marks)

The road (project) is a public good and its timely completion is necessary for convenience of people, development of the region, to avoid cost over-run and not pressurising the exchequer.

The options:

(i) Taking a strict action against the contractor:

Merits:

- Upholding rule of law - punishing the errant.
- Timely completion of project - the contractor can focus on work for avoiding punishment.

Demerits:

- Compromising on virtue of compassion.
- Creating negative image of administration in private sphere → insensitive to other entities.

Remarks

→ Compromising on a 'life' - the son of contractor

(ii) Not taking the action and delaying <sup>the</sup> project:

Merits:

→ Compassion upheld and <sup>also</sup> the image of admin.

Demerits:

→ Delay in project causing cost over-runs and cost to exchanges.

→ Hampering connectivity and development.

(iii) Asking contractor to delegate work to co-managers

Merits:

→ Allow contractor time for son's treatment.

→ Completion of project on time - connectivity and development.

Demerits:

→ Quality may be compromised in absence of contractor's presence.

(iv) Make available assistance to contractor for looking after his son's treatment:

Merits:

→ Timely completion of project.

→ Upholding law as well as compassion.

Demerits: → may lead to neglect of treatment.

Remarks



In these circumstances, a combination of (iii) the delegation of work by contractor and (iv) assistance to contractor for his son's treatment would be the best course. This is because then contractor can then supervise the road project ensuring timely completion and quality of project as well as the proper treatment of his son where he can be present by his son for some time and use some assistance at other times.

This case is acceptable & sympathetic.

Then the necessity of not hindering development, i.e., professionalism can be balanced with compassion and sensitivity towards suffering of others both desirable of an administration and administrator too.

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Q16. There is a 14 year old boy studying in class IX. He lives with his parents. His father is an Excise Superintendent, incharge of different excise outlets besides Head of District Excise Office. His father returns home in drunken condition practically every evening. He also finds that his father brings money every day and put that inside the Almirah. The boy reads in newspaper various stories about corruption and at a relatively younger age, has developed a repulsion for the same.

- (a) Bring out and discuss the ethical issues involved in the above case.  
 (b) What will be the appropriate way of expression to convey the feeling to his father by the boy? (250 Words) (20 Marks)

(a) Ethical issues:

(i) Corruption - which is detrimental to the society and nation as it leads to poverty, conscientism, improper distribution of resources, misteries of those who are deprived of their rightful share, funding of smuggling and terror activities - affecting many a lives.

(ii) Conditioning of the child - The child, though repulsive of corruption now, may mould himself on father's lines! - as he is in his formative years. He may also develop negative attitude towards his father and the administrative machinery as a whole.

(iii) The alcoholism - affecting private life of

Remarks

the person as well as his official duties - which become victim of inefficiency.

(iv) Corruption and alcoholism leading to lack of admin efficiency, negative image of govt. in public where governance is the victim.

(b) Conveying the feelings:

The child cannot confront father in direct words for fear of admonishment. But he can show his father the stories he reads in newspaper and the consequences faced by those caught in the act. He can also tell his father the way he feels repulsion towards such actions (Corruption and alcoholism) and how they are developing a negative attitude in them. This would lead the person to mend his

Remarks

ways and come on right track for the  
love of child. This would be a better  
course as love brings out a desirable  
change and not just compliance

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Remarks

Q17. There is a dispensary in a rural area. It is the sole medical center in the region and provides health care facilities to people. But the dispensary is not following the biomedical rules and disposes a large quantity of waste in its backyard, which is affecting the health of the nearby people and is also affecting the animals.

You are health inspector of the region and got the complaint related to it. This hospital is governed by family members of the district collector under which you work. Even public do not care much about this problem, as this is the sole hospital in that vicinity and they trust hospital as treatment and hospitality is good. Media and NGO's staff gets treatment at low charges and sometimes free also. You have already warned hospital about their responsibility but they don't take you very seriously.

- Identify three crucial problems that are obstacle to practical solution. Also discuss why these are 'crucial problem'.
- Find different steps for solution to this problem and argue their capacity to achieve desired results.
- Suggest the best course of action, that can help addressing the problem in this case. Why?

(250 Words) (20 Marks)

(a) The crucial problems:

(i) Favouritism or Nepotism → This value is strong in a collectivist society like India. That's why the hospital could do malpractices, the admin. being related to collector. This leads to neglect of wrongdoings of few at the cost of larger society.

(ii) Social neglect → The Not giving Backyard Rejuvenation - When people themselves are negligent towards such cases, it really becomes difficult to bring changes. Most have

Remarks

the tendency to benefit self at the cost of others. There is a need of view → "Ours" and not only "mine and theirs".

(a) The media and civil society, considered to be a pillar of democracy, being part of society, have the same "mine and theirs" attitude, at large. This hinders initiative taking and not exposing wrong doings, which is <sup>against</sup> their duty.

(b) The solution:

- Focus on merit and individualism rather than favouritism or nepotism. The results of this are seen in law enforcement success of USA and Britain.
- Value education from school years → the children form the future of nation through values they imbibe.
- Regulation of media and civil society. Most states in India don't even have laws regulating NAOs and hardly 10% NAOs file their

Remarks

returns. Improving transparency and regulation would go a long way in addressing such problems.

(c) The best course:

The complaints should be verified empirically. If true, then seniors in the profession can be consulted on the issue as to how they handled cases involving public functionaries like collector.

With the help of willing NAOs and the people sensitive to the issue, evidences can be gathered. People should be made aware of negative health consequences of the malpractice being done by the hospital.

Keeping in view professionalism, a case can be made, without fear or favour, and the hospital administration be warned. It should be convinced to dispose the bio-waste properly by investing in -

Remarks

biodigesters. If not adhered to, a complaint be lodged and legal action be taken to uphold rule of law and <sup>keeping with</sup> the greater good of society.

Q18. You are officer in charge for transfer and posting of personnel of a particular department. This position is very difficult mainly for two reasons- (i) people closer to the power corridor try to influence you and (ii) women officers often send requests to postpone transfer orders on the pretext of family responsibilities. Consider the following situations and give your views with suitable explanations.

- (a) A Cabinet Minister sends a D.O letter to you regarding posting of an official on a supposedly 'lucrative assignment' for which you have already decided about the name of a more competent officer with a good track record of honesty, integrity, probity and timely delivery. What will you do?
- (b) As per the rules in your department, every officer needs to be transferred from one destination to other after three years. A woman officer comes to you with a request that as the new destination allotted to her is far flung and remote, she would fail to provide medical treatment to her ageing and sick in-laws who need constant clinical help. But according to her innate qualities and high level of expertise, the new destination would need only officer like her to deliver best results and meet official targets. What will you do? (250 Words) (20 Marks)

with more power comes <sup>great</sup> responsibility. Holding such a high post requires you to be true to your integrity, professionalism, impartiality. Doing duty without fear or favour is part of oath. These are the requirements mentioned in AI India Services (Conduct) Rules, clause (1), (2).

(a)

objectivity and impartiality ~~strict~~  
call for empirical evidence of the choice of candidate for the post and advice to political

Remarks



superiors based on pure merit. Thus the  
 minister be informed of the ground of  
 your choice, based purely on merit and  
 be persuaded to consider the choice made  
 by the officer. Official superiors can be  
 consulted in regard to handling the case  
 and they be asked to convince the minister  
 of merit of appointment. If not agreed to,  
 the do. by minister be taken in writing  
 and the objections by the officer in  
 charge be put on official record mentioning  
 suitability of the suggested candidate.  
 Also, even before going for this,  
 the merit of the suggested candidate should  
 also be checked, in case he is more suitable  
 for the post. This is the call of objectivity.

Remarks

(b) Here, the new destination needs officer like her but her ~~parent~~ in-laws need to be in her care. Thus, arrangement can be made for her to have an accommodation where she can take along her in-laws and the medical facilities can be provided.

In case, the mentioned remote area doesn't have facility for medical care, the lady officer can be posted to an area nearby from where she can manage both. Her transfer is inevitable on the rule demands. But the need for transfer and the requirement of the officer can be fulfilled in above way.

(7)

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Q19. People of a slum area are disturbed because of loudspeaker noise coming from nearby religious places. Community members of that area are not happy, as sound is loud and sometime fiery speeches are also made. Also there is a sense of competition between different religious abodes to go louder especially during festivals seasons. They don't have courage to go to community leaders or police stations. You are son of a rich and powerful businessman who is preparing for Civil Services. One of your servant hails from that area and explain his problem to your father. But your father doesn't want to get into that, as he himself is the biggest donor of religious celebration of that area.

- (a) What will you do according to your moral consonance?
- (b) Discuss various options.
- (c) Discuss merits and demerits of various options.
- (d) Compare the best option and explain why you consider it as the best.

(250 Words) (20 Marks)

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*Remarks*

